Response™

Digital Wireless Colour Camera Recordable CCTV Kit CWD2

Installation and Operating Instructions

YOUR HELPLINE 0844 736 9149

Lines open Monday to Friday 9.00am to 5.00pm. Calls charged at local rates.

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These instructions should be retained in a safe place for future reference.

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1. INTRODUCTION

The Digital Wireless Colour Camera Recordable CCTV Kit is a wireless security system designed to view and capture video clips of any motion viewed by the wireless camera and store them in on a micro SD memory card. The wireless camera supplied is colour, weatherproof and suitable for day/night use for the protection of your home or office, etc.

Please read before you start:

Always use discretion when installing CCTV survillance equipment especially when there is perceived policy. Enquire regarding local regulations applicable to the lawful installation of video recording/surveillance. Third party consent may be required.

WIRELESS DEVICES OPERATING RANGE:

Ensure the signal reception viewed from the wireless camera is the best possible reception (i.e. no interference lines viewed on the TV) between the camera and receiver. If necessary reduce the distance between the camera and receiver to improve overall system performance.
The Wireless Colour Camera Recordable CCTV Kit operating on a secure digital 2.4GHz frequency can greatly reduce interference from products such as wireless routers, cordless phones, microwave ovens, concrete walls, large scale metal objects, and furniture.

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If you have any problems installing this CCTV system please refer to the **Trouble Shooting** sections on page 9 which should help solve any common problems, or call the Customer Helpline, available Monday to Friday 9.00am to 5.00pm.

Calls are charged at local rates. Network charges for mobiles may vary depending on your network and call plan.

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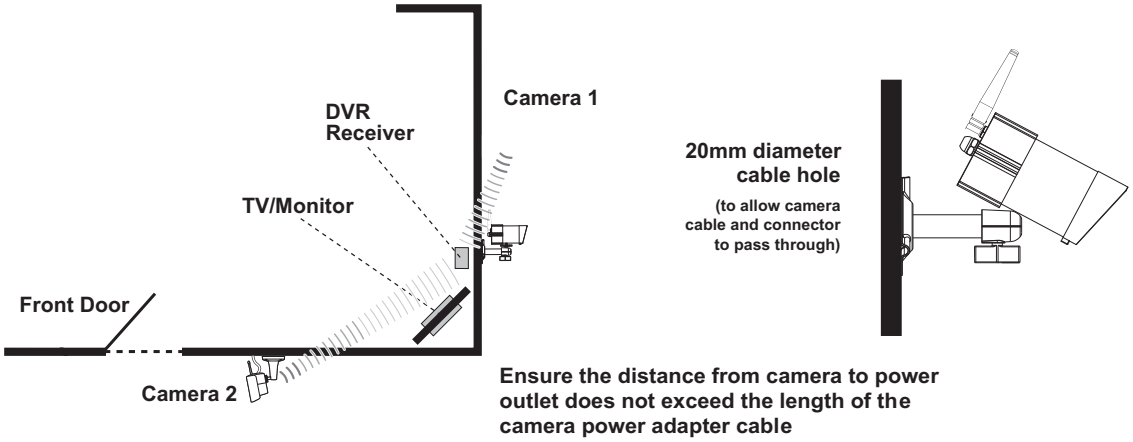
PLANNING YOUR LAYOUT:



NOTE:

The camera has an open field RF operating range of up to 150m.

SAFETY AND INSTALLATION TIPS:

Camera and Receiver with built in DVR

- keep away from heat sources and high temperature places
- Avoid direct sunlight
- Avoid humid places
- avoid vibration
- Install in a ventilated environment
- The supplied 2GB micro SD memory card can be replaced with up to a 32GB card if required.

Remote Control

- Danger of leaking if the battery is incorrectly replaced.
- Replaced only with the same, or equivalent type of battery.
- Do not expose the battery to excessive heat.

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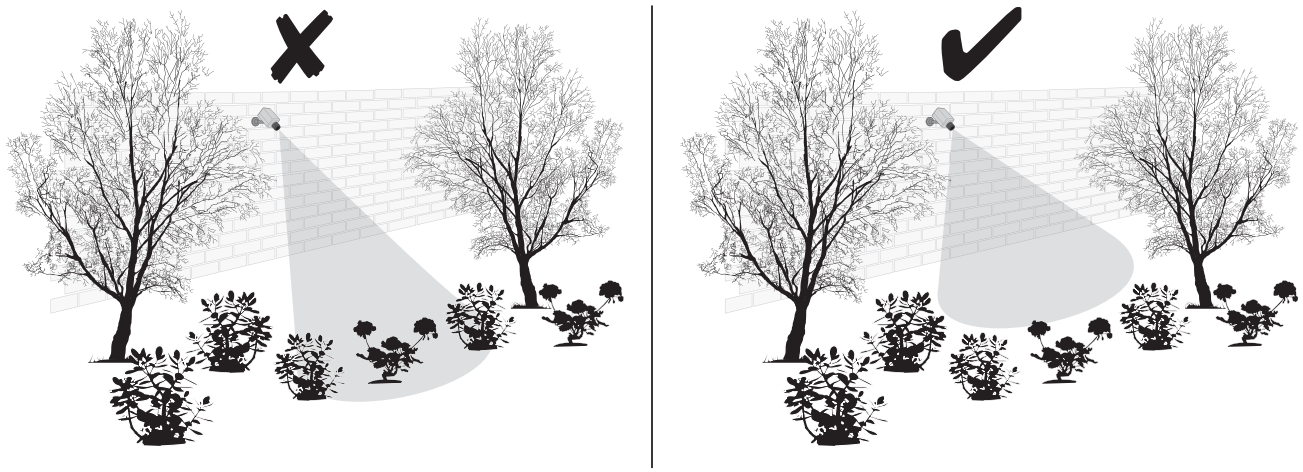
Camera(s) and Receiver with built in DVR

Do not attempt to open the units with the power adaptor plug connected to avoid any risk of personal injury.

When installing CCTV camera(s), always follow manufacturer's advice when using power tools, steps, ladders, etc. and wear suitable protective equipment (e.g. safety goggles) when drilling holes. Before drilling holes through walls check for hidden electricity cables and water pipes. The use of cable/pipe detector is advisable.

It is also advisable to avoid exposing any cameras to extreme weather conditions (e.g, under a gutter which is prone to any water leaks). When installing any cameras with this unit, it is advisable to use cable conduit to protect any video/power extension cables from being exposed externally and to prevent/reduce the chances of the cables being tampered with. After drilling any hole though an external wall for a cable, ensure the hole is sealed up around the cable using a sealant to prevent drafts.

To prevent a fire or electrical shock hazard, do not attempt to open the housing while the unit is exposed to rain, water or wet conditions. There are no user serviceable parts inside. Refer servicing to qualified service personnel. Avoid pointing the camera(s) directly at the sun or any bushes, tree branches or moving objects that might unnecessary cause the DVR to record due to winds for example. The system also provides "Masking" function, and the user may screen out motion detection area in parts of the picture which motion detection is not required.



NIGHT VISION:

The camera has built-in infra-red LEDs to allow you to view at night for 24hrs surveillance. The LEDs will automatically activate at night and the picture viewed will turn to black and white. The night viewing range is up to 5-8m.

2. KIT CONTENTS

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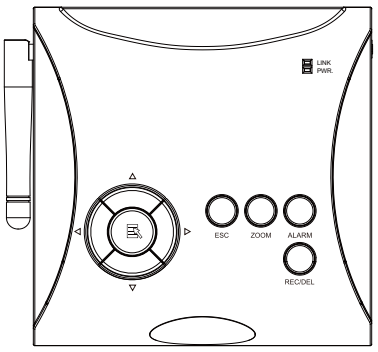
- **A** 1 x Digital Wireless Receiver
- **B** 1 x Digital Wireless Camera
- **C** 1 x IR Remote Controller (with 3V CR2025 battery fitted)
- **D** 2 x 5V/1A Power Adapter for Camera and Receiver
- **E** 1 x Camera Stand
- **F** 1 x Fixings Pack
- **G** 1 x Video Playback PC Software (CD-ROM)
- **H** 1 x AV Cable for TV output
- **I** 1 x Power Supply Adaptor Extension Cable for Camera (1.8m)
- **J** 1 x Camera Antenna
- **K** 1 x 2 GB Micro SD Memory Card and adaptor
- **L** 1 x Manual
- **M** 1 x Window Sticker

If any parts are missing contact your helpline 0844 7369149

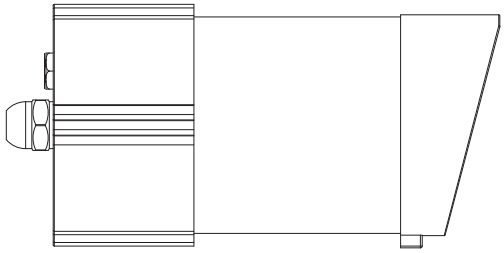
Tools Required:

Memory card reader for a PC if using playback software (only if your PC has no built in memory card reader) Safety Glasses Hammer Bradawl Electric drill
No. 2 Philips screwdriver 5mm masonry drill bit 20mm masonry drill bit

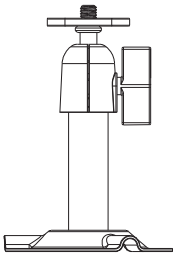
A Digital Wireless Receiver



B Digital Wireless Camera

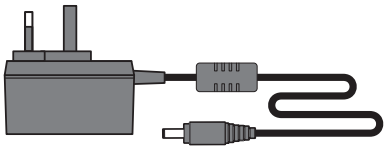


E Camera Stand

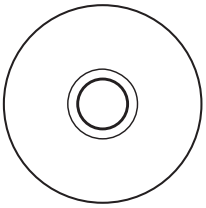


C IR Remote Controller

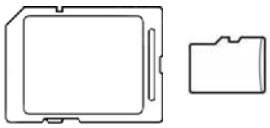
D 5V 1A Power Adapter for Camera and Receiver



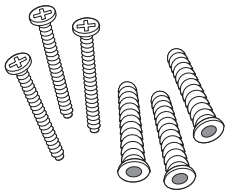
G Video Playback PC Software (CD-ROM)



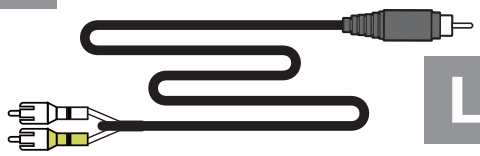
K 2GB Micro SD Memory Card and Adaptor



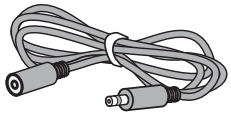
F Fixings Pack



H AV Cable



I Power Supply Extension Cable for Cameras (1.8m)



L Manual

M Window Sticker

J Camera Antenna

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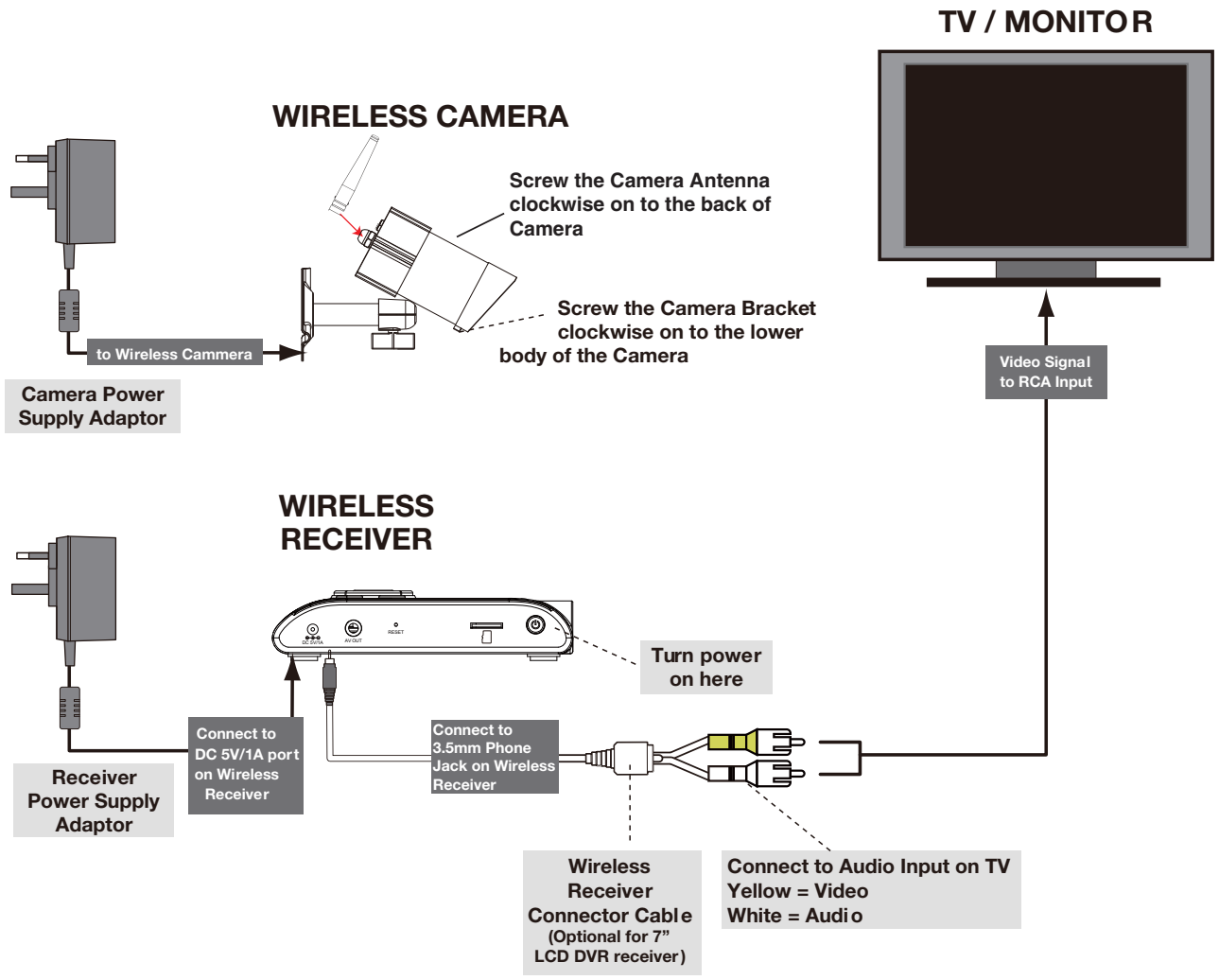
3. INSTALLATION

3.1 Contents and Connections


TV / MONITOR
WIRELESS CAMERA
Screw the Camera Antenna clockwise on to the back of Camera
Screw the Camera Bracket clockwise on to the lower body of the Camera
to Wireless Cammera
Camera Power Supply Adaptor
Video Signal to RCA Input
WIRELESS RECEIVER
Turn power on here
Connect to DC 5V/1A port on Wireless Receiver
Connect to 3.5mm Phone Jack on Wireless Receiver
Receiver Power Supply Adaptor
Wireless Receiver Connector Cable (Optional for 7" LCD DVR receiver)
Connect to Audio Input on TV
Yellow = Video
White = Audio

NOTE:

"If the wireless camera is located within 1m to 1.5m from the wireless receiver and the camera's volume on the receiver is turned on , then you may hear a whistling noise on the monitor which if feedback picked up by the microphone. In this case please locate the camera further away from the receiver to prevent this noise."

"If the power connection to the camera is kept outdoor, ensure the connection is suitably protected."

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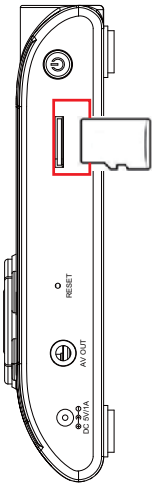
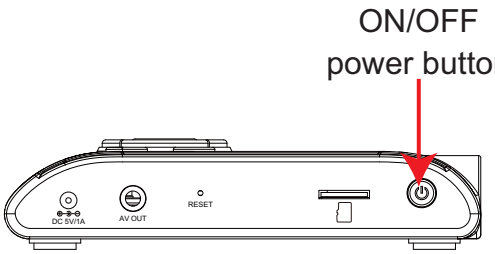
3.2 Powering up the system

Insert the memory card into the DVR if not already fitted
Press and Hold the power key for one second to power on the system. To Power off, press and hold the power key for two seconds.

After system power on, adjust the camera viewing position again if necessary.



Remove the isolation tab from the Remote Control to power it up



Trouble Shooting

PROBLEM	SOLUTION
No camera picture	*The power supply adaptor for the monitor camera(s) is not plugged in.Camera out of range. Locate camera closer to the receiver.*
Poor picture quality	*Clean the camera lens.*
A white image appears at night	*The camera's infra-red LEDs shine invisible light that reflects of surfaces such as glass causing white light. Place the camera on the other side of windows to try to improve the night vision or place in a well lit area.*
not record under SCHEDULE/ MOTION detection setting	*Ensure correct DATE AND TIME has been set and the Record Schedule setup correctly. Ensure the memory card is inserted into DVR and formatted.*

3.3 Setting the Camera Channel (Optional)

The camera is supplied preset to channel 1.
The wireless DVR receiver supports up to 4 wireless cameras. Follow the step below to set or change the channel of the camera. If you are adding another camera to link with the supplied DVR receiver in this kit, then ensure its channel is set to a different channel to the existing camera(s).

3.4 Pairing the Camera to Receiver (Optional)

Follow the steps in 6.1 Camera Setup (p.16) SETUP section to set or change the channel of the camera. If you are adding another camera to link with the supplied receiver in this kit, then ensure its channel is set to a different channel to the existing camera(s).

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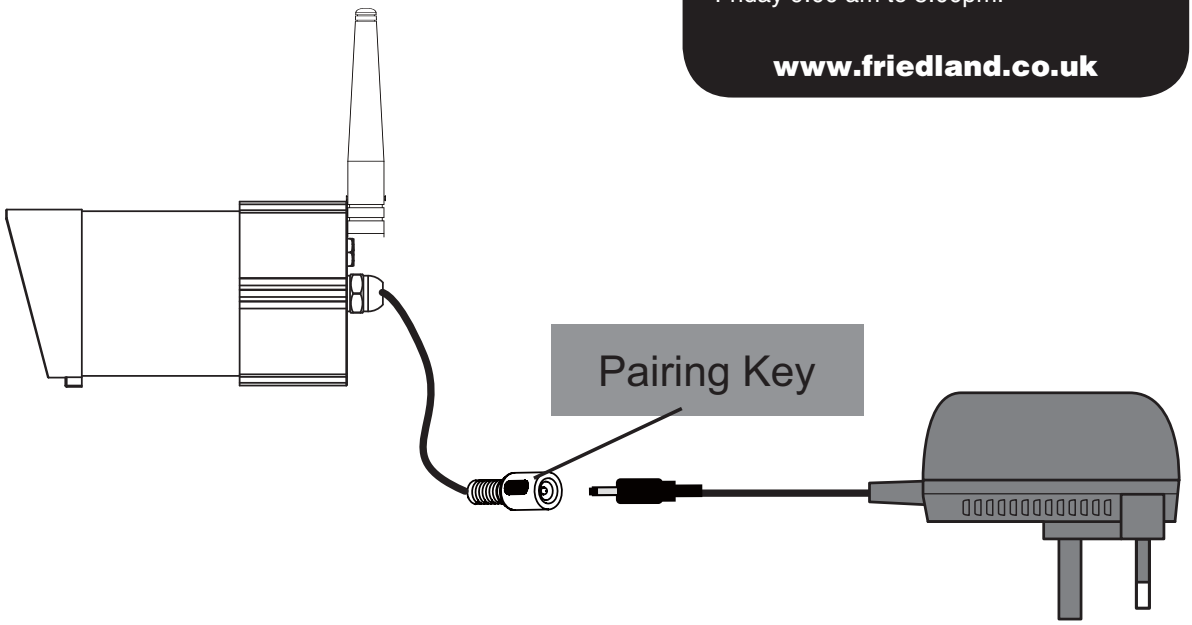
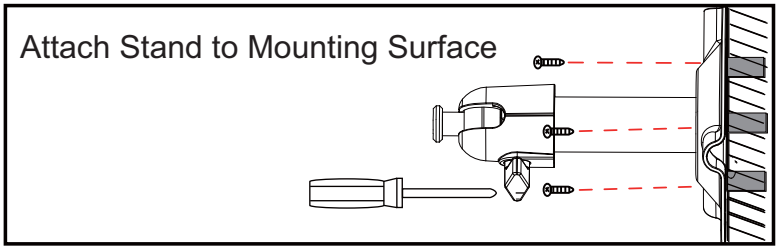
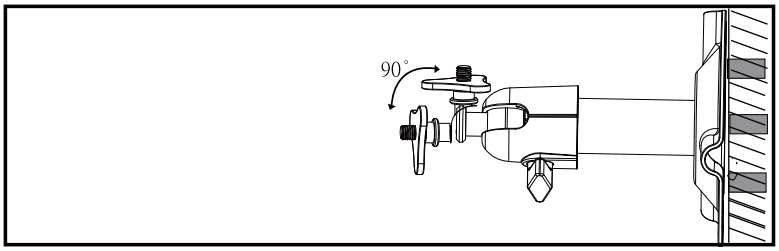
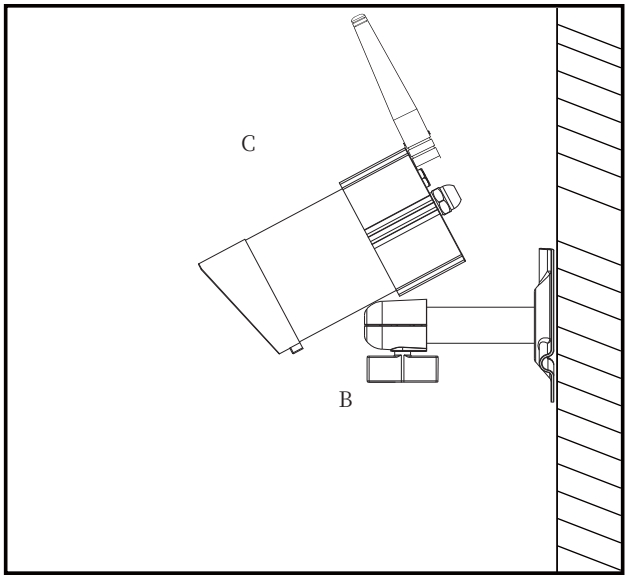


3.5 Camera Installation



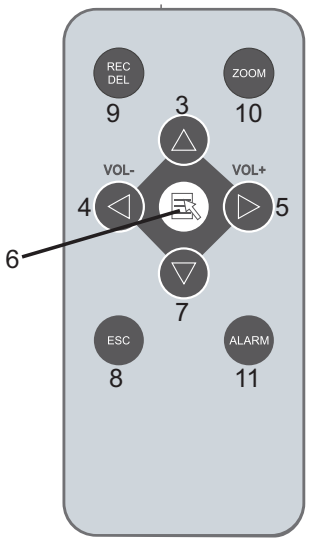




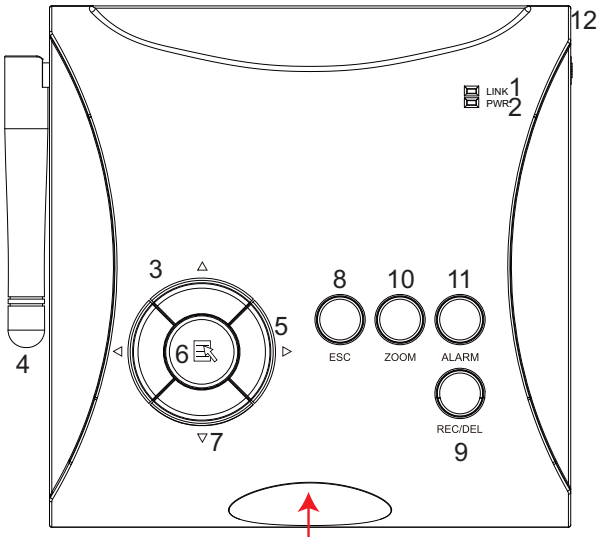
A.Secure camera stand on the wall
B. Loosen the thumb screw
C.Adjust the camera to the correct viewing position then secure the joint with T-bolt.

4. RECEIVER AND IR REMOTE PANEL INTRODUCTION

IR REMOTE



RECEIVER



IR Receiver window for Remote Control

	Display	Menu	Playback	REC Mode	Other
1					Link indicator
2					Power indicator
3	Switch Channel	Cursor UP	Fast Forward		
4	VOL Down	Cursor Left	VOL Down Switch Display CH		
5	VOL Up	Cursor Right	VOL Up Switch Display CH		
6	Menu	OK / ENTER	PLAY / PAUSE		
7	Switch Channel	Cursor Down	Fast Backward		
8	ESC	EXIT	Previous		
9	REC/STOP		Next	STOP	
10	ZOOM				
11	ALARM				
12					Power Button

NOTE:

The operating range between the Remote Control & Receiver is 2M.

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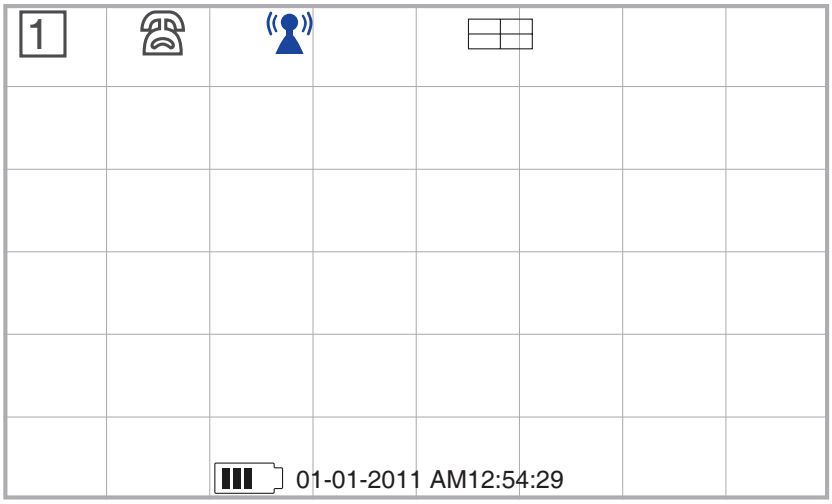
5. SYSTEM INTRODUCTION

5.1 Icon Functions



(Display Icon)

1. Signal Indicator
2. 1 Channel Indicator
3. Recording Indicator
4. Audio Channel Indicator
5. Display mode
   - QUAD Display
   - Scan Display
   - 1 Single Display
6. Audio Volume (Seven volume levels)
   - = Full Volume
   - = 1/2 Volume
   - = Mute
7. Receiver Power Indicator
   Power indicator will indicate 100% when adaptor in use
   IIII = 100% Strength
8. System Time MM DD YYYY AMhh:mm:ss
9. ZOOM Indicator
   - X1 PTZ X 1 Indicator
   - X2 PTZ X2 Indicator

5.2 System Menu

[Main Menu]

Press MENU to enter main menu.

After entering [MAIN MENU] system will highlight EVENT LIST by default. System will idle in [MAIN MENU] for 2 minutes before exiting [MAIN MENU].

Use ▲▼◄► to select, Press MENU to confirm selection and to enter sub-menu.

CAMERA SETUP

Press MENU to CAMERA SETUP Sub Menu

RECORDER SETUP

Press MENU to RECORDER SETUP Sub Menu

EVENT LIST

Press MENU to enter EVENT LIST

SYSTEM SETUP

Press MENU to enter SYSTEM SETUP

ALARM BUZZER

Press MENU to turn ALARM BUZZER ON / OFF for when motion is detected

PAN TILT ZOOM

Press MENU to enter single camera PAN TILT ZOOM mode

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SCAN ACTIVATED CAMERAS

Press MENU to scan activated cameras in full screen mode.

MEMORY CARD OVERWRITE

Press MENU to set memory card overwrite ON or OFF.

6. System Operation

6.1 Camera Setup

Select CAMERA SETUP, press MENU key once to enter sub-menu.

Use▼▲to select the camera to set up (1-4).
Use◄►to select [PAIRING] [BRIGHTNESS] [CAMERA ON/OFF]

Camera Pairing

With PAIRING section highlighted, press MENU key once to begin camera pairing (pair LED on camera will blink once). Then press and release the pairing key on the camera as shown in page 10. The link LED will stay on after camera is linked.
System will confirm pairing process is successful with "PAIRED" displaying on screen.

System will indicate pairing process failed with "PAIRING FAIL" displaying on screen.

Press ESC to return to main menu.

Camera Brightness Adjustment

With BRIGHTNESS section highlighted, use ▼▲ to adjust camera brightness.

Press ESC to return to main menu.

Camera Activation

With ACTIVATION section highlighted, use ▼▲ to enable or disable camera.
Press ESC to return to main menu.

NOTE:

Ensure the cameras are paired to the receiver for SCAN or QUAD to function properly (camera "ON" can only be selected when camera has been paired to system.).

6.2 Recorder Setup

Record Schedule

Use▲▼◄► to select and press MENU to enter schedule setup.There are three different recording options available to chose from. First highlight the time period and press MENU key to switch between different recording mode.
M: MOTION (REC only when motion detected)
S: SCHEDULE (record between selected times for each day)
C: MANUAL (manual REC)
The system will record video from all 4 channels simultaneously with MOTION, SCHEDULE and MANUAL record modes. One of the four channels will have audio available.

The time slot boxes in the diagram above each represent hourly slots, e.g., selecting AM10:00 means recording will occur from 10:00am to 11:00am. Also if for example boxes AM10:00 and AM11:00 are set to "S" (Schedule) recording, please note that a continuous 2 hour video file will not be recorded but separate files depending on the recording time for each file setup, (p21), i.e., if set to 2 minutes then 60 clips will be recorded in a 2 hour schedule recording slot.

While the system is performing MOTION recording, audio will automatically switch to the channel triggering by motion.

Recording cannot be stopped until 30 seconds after recording has started. This mandatory system operation is designed to prolong the overall life of memory card. To stop recording, press REC/DEL once. To remove the memory card, please power off the system first.

If set to SCHEDULE recording mode, the system will automatically resume recording 60 seconds after recording is stopped manually. If set to MOTION record mode, the system will resume motion detection function 60 seconds after recording is stopped manually.

Recording must be stopped before entering the system main menu and the system will resume QUAD mode after idling for two minutes.

NOTE:

Recording will not work if no memory card is inserted into the monitor DVR.

Motion Detection Sensitivity

Select RECORDER SETUP, press MENU to enter.
Use ▲▼ to select MOTION DETECTION SENSITIVITY section
Use ◄► to highlight camera for setup
Use ▲▼ to adjust sensitivity level: OFF / LV1 / LV2 / LV3 (LV3 is most sensitive)
Press ESC to save and exit

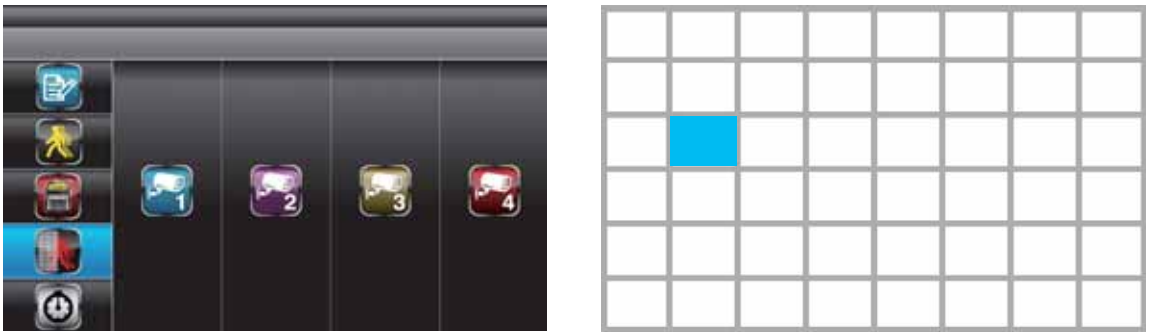
Format Memory Card

Select RECORDER SETUP, press MENU to enter
Use ▲▼ to select FORMAT STORAGE, press MENU to enter
Press MENU again to confirm and begin formatting memory card
Press ESC to exit

NOTE:

If a new memory card is used then it must be formatted first here before use.

Setup Masking Area



Select RECORDER SETUP, press MENU to enter.
Use ▲▼ to select MASKING AREA section
Use ◄► to highlight camera for setup, press MENU to enter
Use ◄► ▲▼ to highlight the grid for no motion detection in this area. Use MENU key to mask/unmask grid(s). Movements taking place inside masked area will be ignored.Use ◄►▲▼ to select another grid for setup or press ESC to save and exit

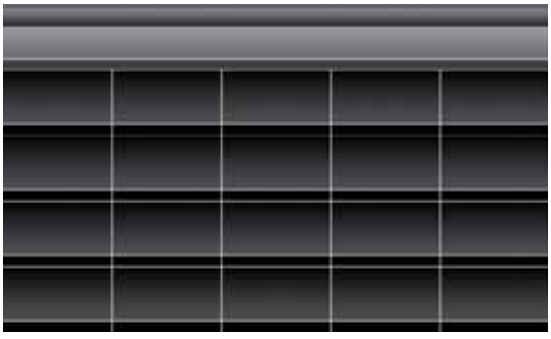
Record Time

Select RECORDER SETUP, press MENU to enter.
Use ▲▼ to select RECORD TIME section
Use ◄► to highlight recording period: 2 Min / 5 Min / 10 MIN, press MENU to confirm
Press ESC to save and exit

6.3 Event List

Playback

Use ◄► to highlight desired DATE index for playback
Press MENU to confirm selection and enter selected folder.
Press ◄► to select Hour (each block represent one hour time), Press MENU to enter
Use ◄► to highlight desired HOUR for playback.
Press MENU to confirm selection and enter selected folder.



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NOTE:

Each RECORDED FILE folder is indicated with file start / end time and type of file recorded.

(1) Starting / Time:

Start Time = PM10:33
End Time = PM10:43

(2) The type of recorded file (Schedule / Motion / Manual) is indicated by:

= Channel 1 is SCHEDULE recorded file

= Channel 1 is MOTION recorded file

=Channel 1, 2, 3 and 4 are MANUAL (C = Continous) recorded files

NOTE: The channel indicator 1, 2, 3, 4 in SOLID square indicate the following:
- In MOTION (M): channel triggered.
- In SCHEDULE (S): channel selected by user.
- In MANUAL (C): channel selected by user.

To playback recorded file, use ◄► to highlight RECORDED FILE.
Press MENU to confirm selection and playback selected file.

NOTE: By default, playback display will be QUAD (displaying images of all cameras paired).
■ 田 □1 □2 □3 □4 = All channel playback

For single camera display, press MENU once after playback started to PAUSE.
Use ◄► to select from channel to channel.
Channel indicator (bottom left screen) will indicate the channel number selected.
□ 田 ■1 □2 □3 □4 = Channel 1 playback in full screen
□ 田 □1 ■2 □3 □4 = Channel 2 playback in full screen
□ 田 □1 □2 ■3 □4 = Channel 3 playback in full screen
□ 田 □1 □2 □3 ■4 = Channel 4 playback in full screen

NOTE:

(1) For other control functions available during playback mode, please refer to section 4 - RECEIVER AND IR REMOTE PANEL INTRODUCTION (p.12).

(2) The CD provided is for playing back the recorded file(s) from the memory card on a PC.

6.4 System Setup

Date and Time

Select SYSTEM SETUP, press MENU to enter.
Use ▲▼ to highlight DATE AND TIME, press MENU to enter.
Use ◄► to highlight adjust: YEAR / MONTH / DATE / HOUR / MINUTE, use ▲▼ to adjust each section and press MENU to confirm adjustment.
Press ESC to save and exit

TV Out System (NTSC/PAL)

Use the supplied A/V output cable to display the system on a TV/monitor if required.

Select SYSTEM SETUP, press MENU to enter.
Use ▲▼ to select TV OUTPUT.
Use ◄► to highlight NTSC or PAL, press MENU to confirm selection.
Press ESC to save and exit.
NOTE:
Changing the TV system may affect display image scale.

(5 Minutes)

(10 Minutes) (Always ON)

Select SYSTEM SETUP, press MENU to enter.
Use ▲▼ to select POWER SAVING
Use ◄► to select SCREEN OFF AFTER 5 MINUTES IDLE / SCREEN OFF AFTER 10 MINUTES IDEL / SCREEN ALWAYS ON, press MENU to confirm setting.
Press ESC to save and exit.
NOTE:
POWER SAVING is for model with built-in LCD ONLY.

Multi Channels Idle Display

This is used to set the display mode for each camera channel when the display is left idle.

(Display QUAD mode)

(5 sec Intervals)

(10 sec Intervals)

(15 sec Intervals)

Select SYSTEM SETUP, press MENU to enter.
Use ▲▼ to select MULTI CHANNELS IDLE DISPLAY.
Use ◄► to select: DISPLAY QUAD DURING IDLE / AT 5 SEC INTERVALS / AT 10 SEC INTERVALS / AT 15 SEC INTERVALS, press MENU to confirm selection.
Press ESC to save and exit.

NOTE:

(1) Camera ON/OFF setting in CAMERA SETUP section will affect which camera(s) can be displayed during IDLE DISPLAY.
(2) Audio (single channel at anytime) will be available during QUAD mode (by default on channel 1 or the next available channel with camera paired to system), single FULL screen mode (auto switch to channel viewing at the time), or channel triggered by motion.
(3) Audio channel will stay connected until channel switched.
(4) If set to 5/10/15 sec. interval then select SCAN ACTIVATED CAMERAS (p.27) to achieve this display mode.

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Default

Select SYSTEM SETUP, press MENU to enter.
Use ▲▼ to select DEFAULT.
Use ◄► to select the system language for SYSTEM RESTORE, press MENU to confirm selection and system will restore to factory default.

6.5 Alarm Buzzer

Select ALARM BUZZER, press MENU to turn buzzer ON or OFF. When motion is detected by a camera, then a buzzer sound will be triggered by the monitor.

6.6 Pan Tilt Zoom

Select PAN TILT ZOOM, press MENU once to enter ZOOM mode, press MENU again to zoom in (2X).
When zooming in, use ▲▼ ◄► to select various view areas.
Press MENU to zoom out.
In zoom out (1X), use ▲▼to change available channel
Press ESC to exit ZOOM.

Select SCAN ACTIVATED CAMERAS, press MENU once to begin camera scan mode.
NOTE:

(1) Camera ON/OFF setting in CAMERA SETUP section will affect which camera(s) can be displayed during IDLE DISPLAY. See p.25 for the display interval setup.

(2) The system will automatically activate QUAD display if recording function is activated.

6.7 Memory Card Overwrite

When the memory is full, by enabling this function will allow you to overwrite the earlist files with the recent ones.

Select MEMORY CARD OVERWRITE, press MENU once to activate overwrite function and press MENU again to de-activate.

NOTE:

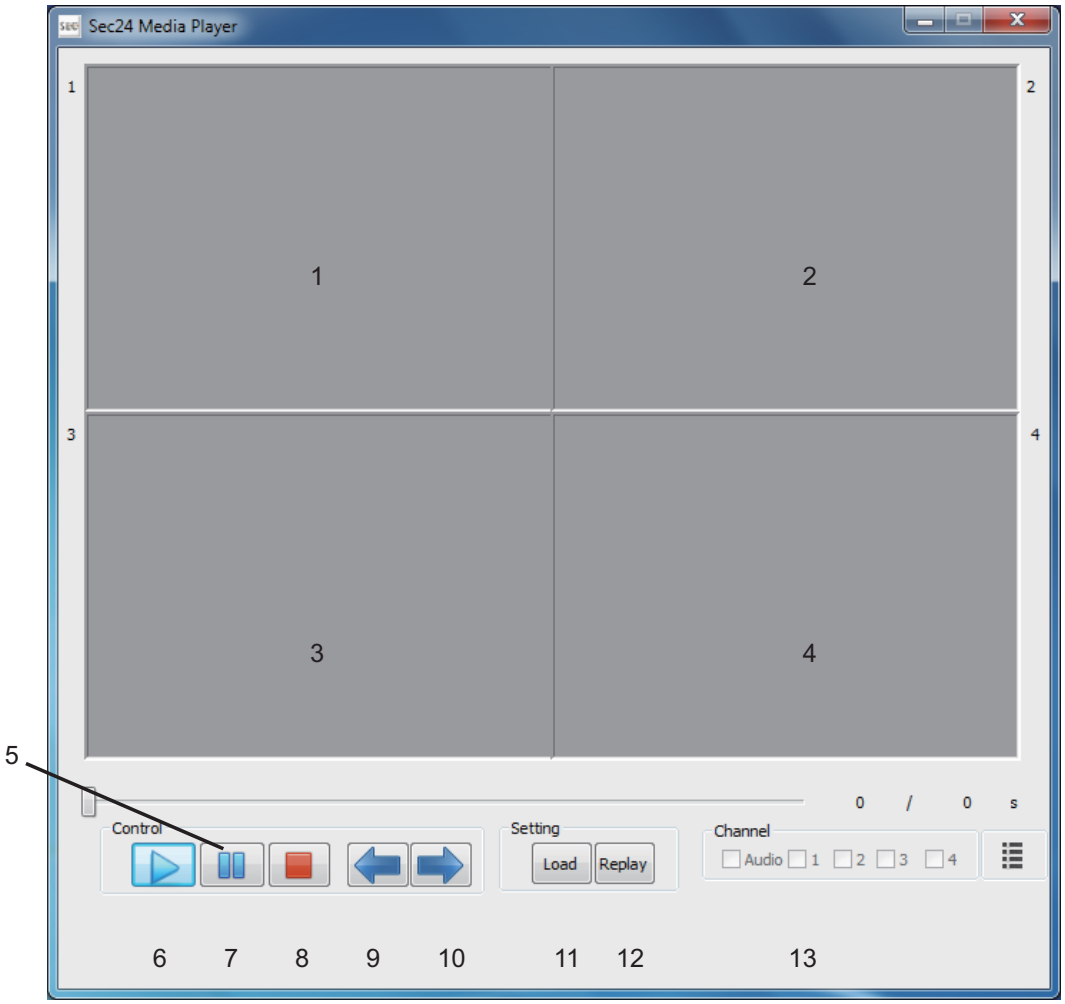
(1) One of the following examples will appear on display screen a. 1.89GB - space available on memory card. b. ERROR - either memory card is missing, locked or damaged.

(2) When memory card is full, the system will display "MEMORY FULL PLEASE FORMAT" on the preview screen if overwrite is not selected..

7.PLAYBACK SOFTWARE

The Sec24 Media Player is specifically designed to playback recorded files on a PC from the Micro SD card provided the video files have been recorded by the system.

7.1 Sec24 Media Player Introduction



1. Channel 1 Playback Screen
2. Channel 2 Playback Screen
3. Channel 3 Playback Screen
4. Channel 4 Playback Screen
5. Playback Progress Bar
6. Play
7. Pause
8. Stop
9. Fast Rewind
10. Fast Forward
11. Load Recorded File(s)
12. Replay Last File
13. Channel Enable / Disable Select

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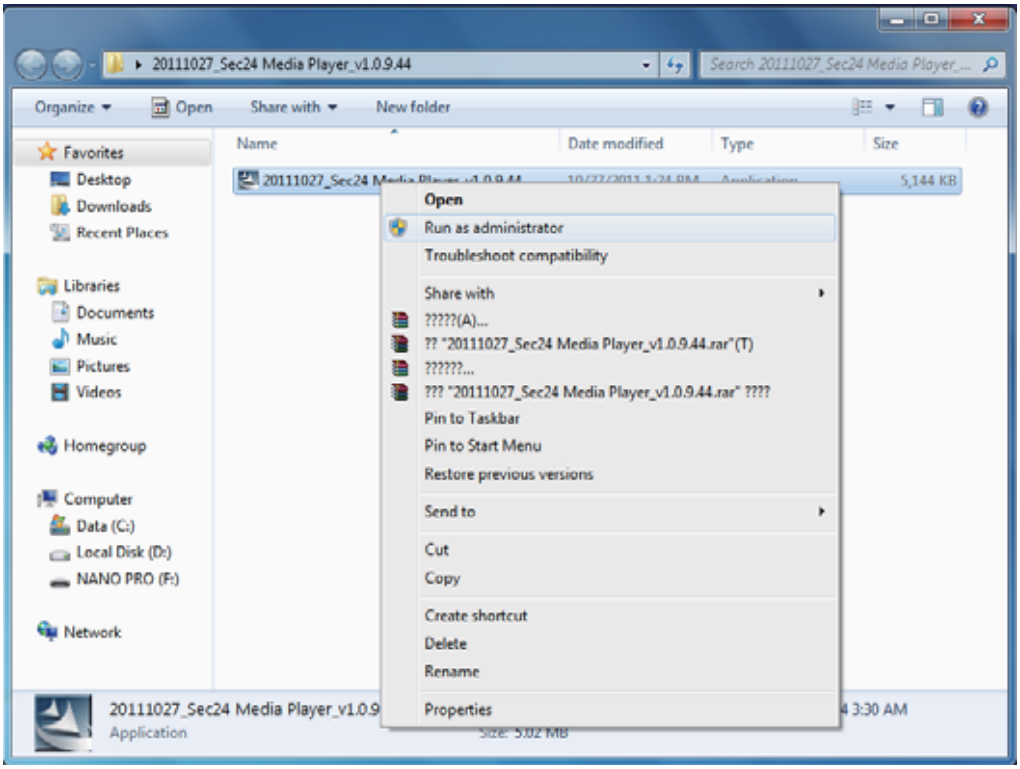
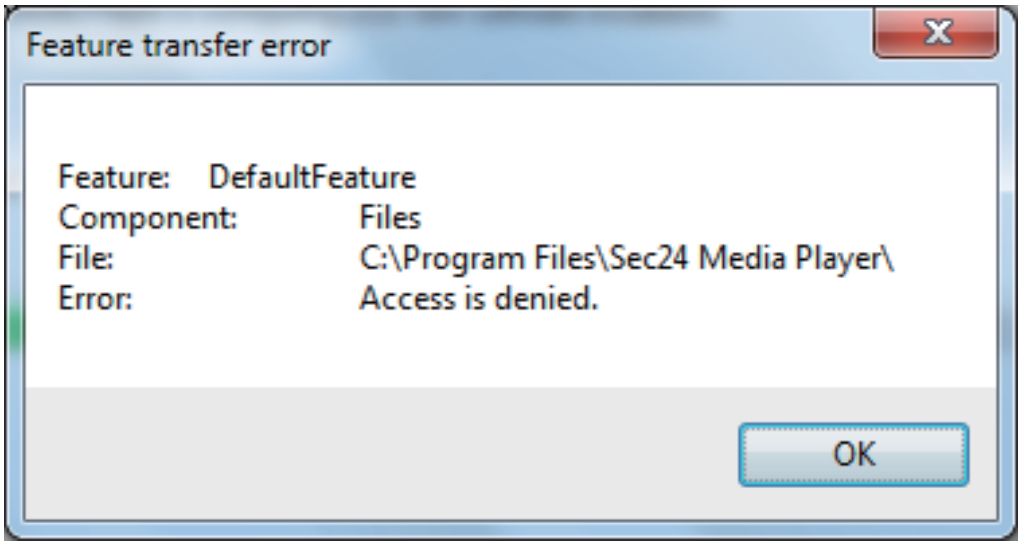
7.2 Installation

Insert the CD into the CD-ROM of the PC.
Click on MY COMPUTER, double click on the drive where the CD-ROM is assigned by the PC (for example: E;\).
In this drive you will find the following icon. Please read the following steps to complete installation.

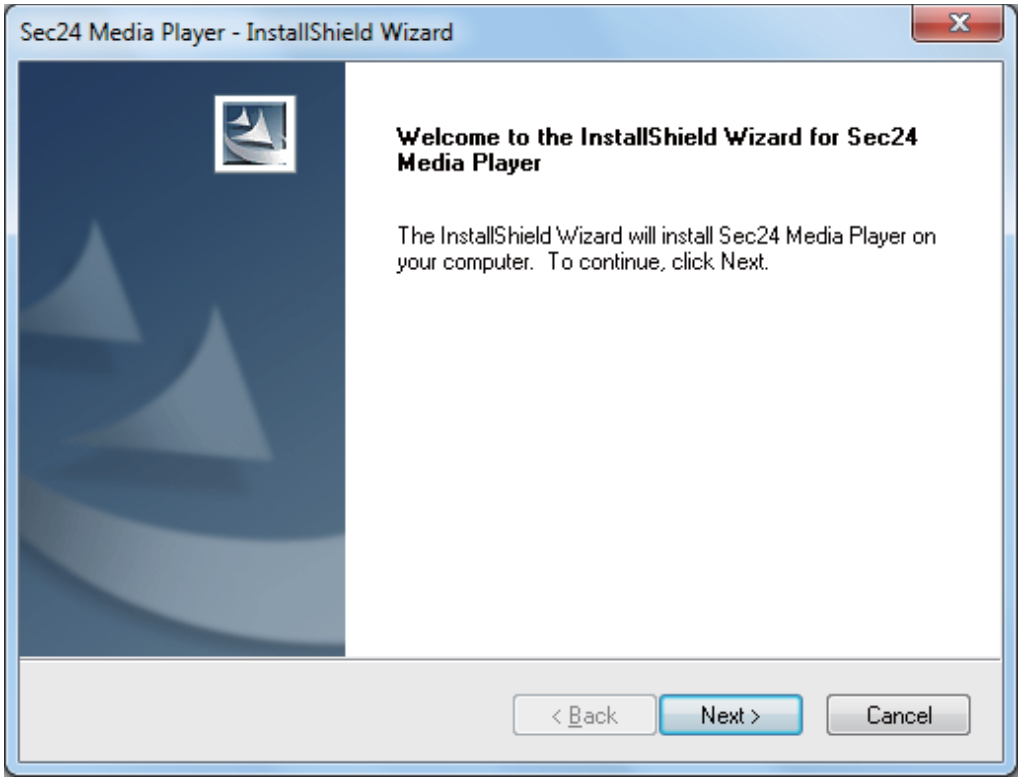
7.2.1 If Window 7 is running on your PC, please right click on icon “20111027_ Sec24 Media Player_v1.0.9.44” and select “Run as administrator” option first to begin installation.



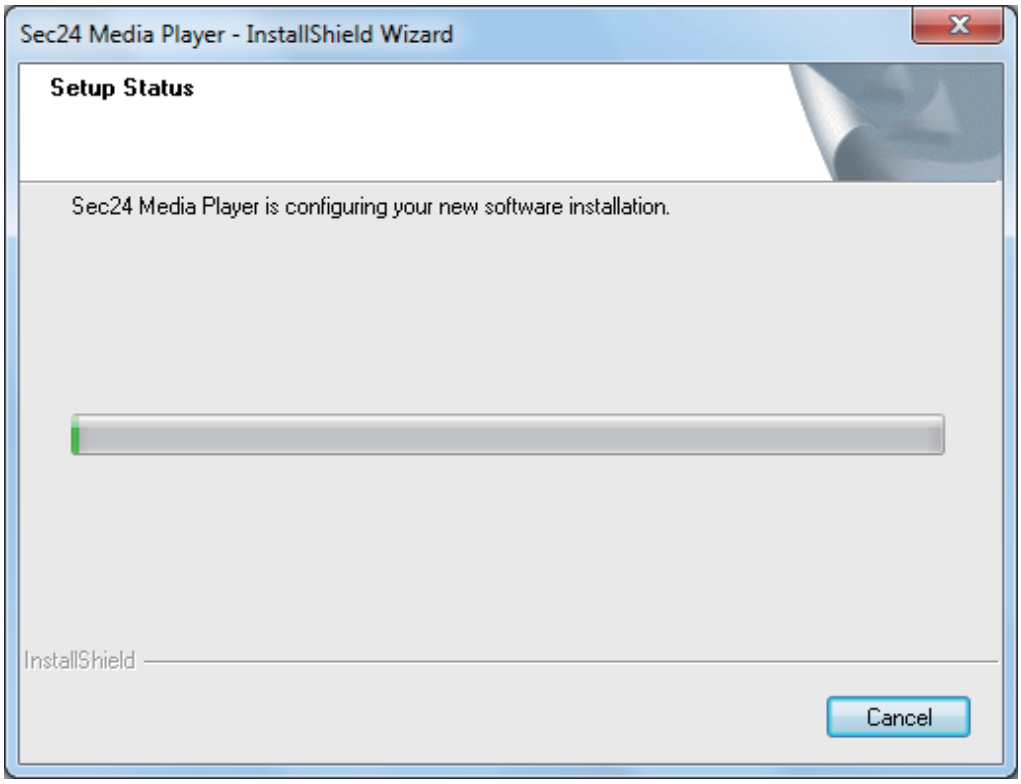
7.2.2 The following error message will appear if you did not select “Run as administrator” option first before starting the installation.



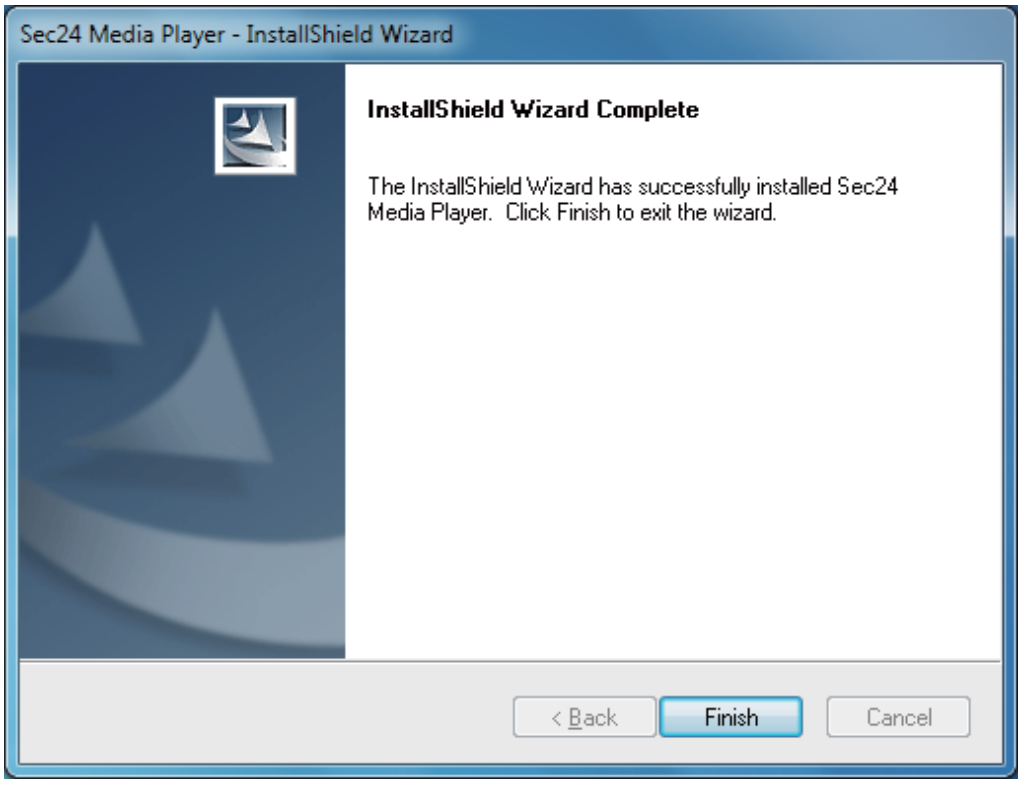
7.2.3 Double click the icon to start installation process.


Sec24 Media Player - InstallShield Wizard
Welcome to the InstallShield Wizard for Sec24 Media Player
The InstallShield Wizard will install Sec24 Media Player on your computer. To continue, click Next.
< Back
Next >
Cancel

7.2.4 Click “Next” and the following window will appear on the screen.

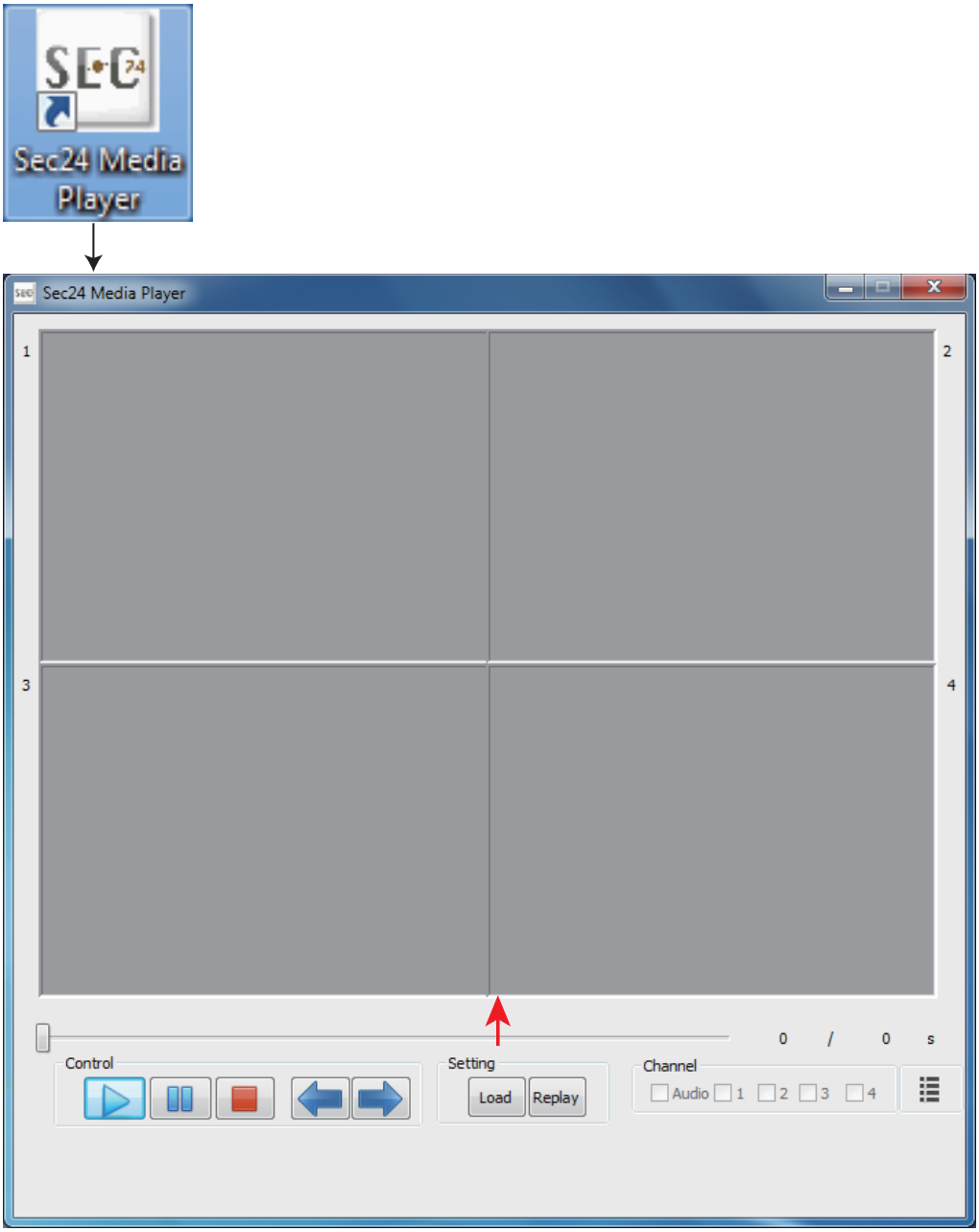


7.2.5 The following window will appear on the screen after installation is complete. Click “Finish” to complete the installation.


Sec24 Media Player - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Sec24 Media Player. Click Finish to exit the wizard.
< Back
Finish
Cancel

7.3 Playback recorded file(s)

7.3.1 Double click Sec24 Media Player icon on the desktop to start the software



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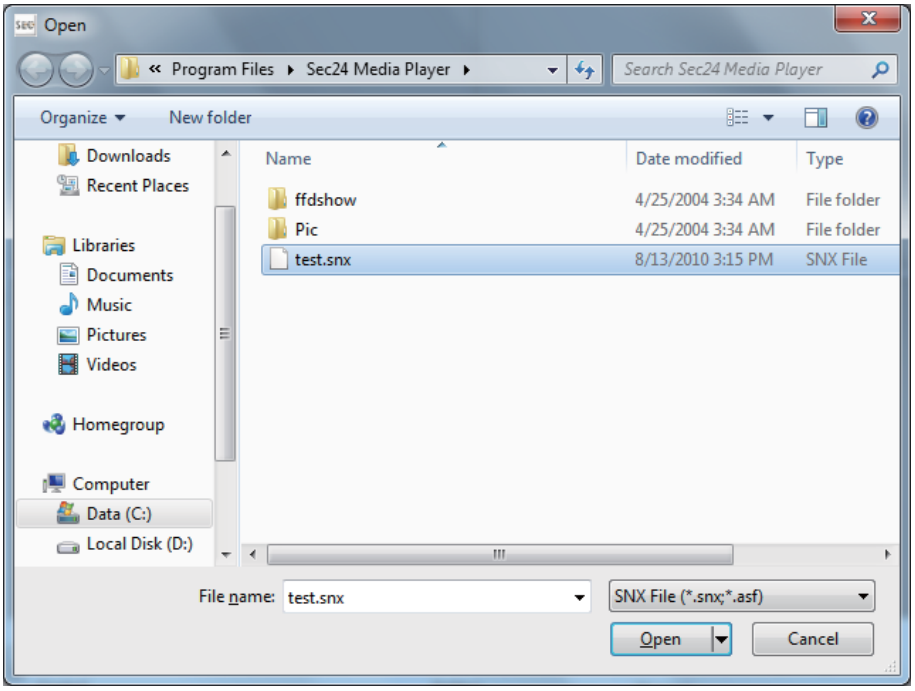
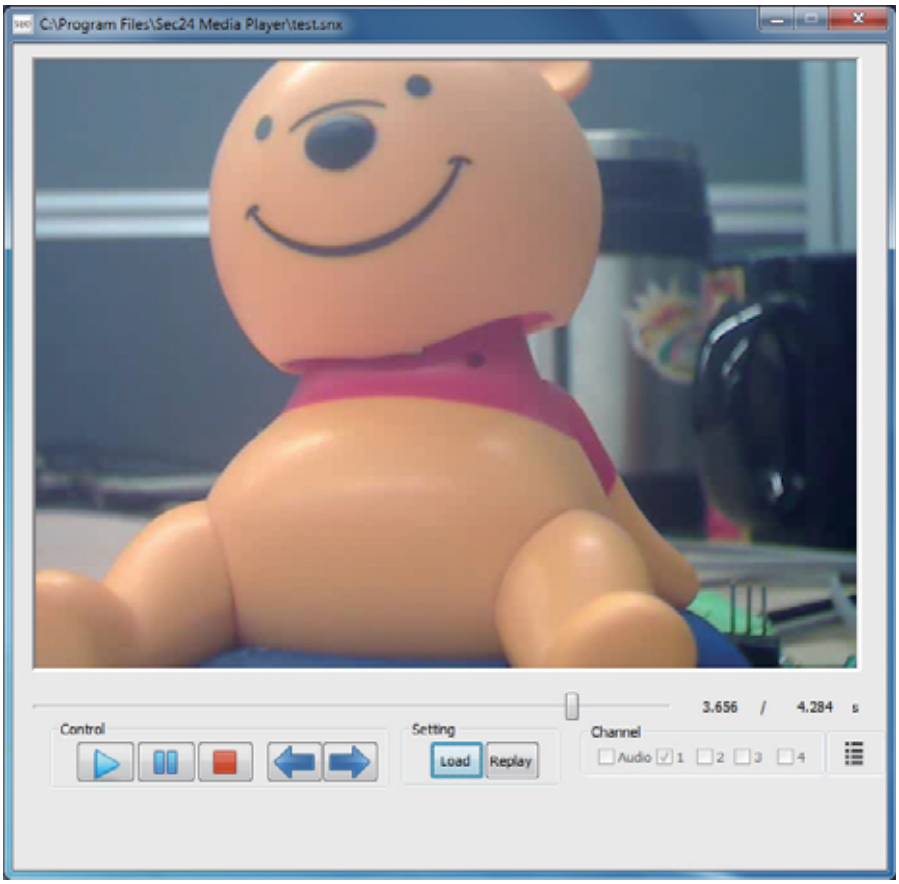
7.3.2 Click on “Load” to import and playback previous recorded files (SNX files) already stored on your PC.

NOTE:

You will first need to save the files from the memory card to the PC. If your PC has a memory card reader then use the supplied memory card adaptor.





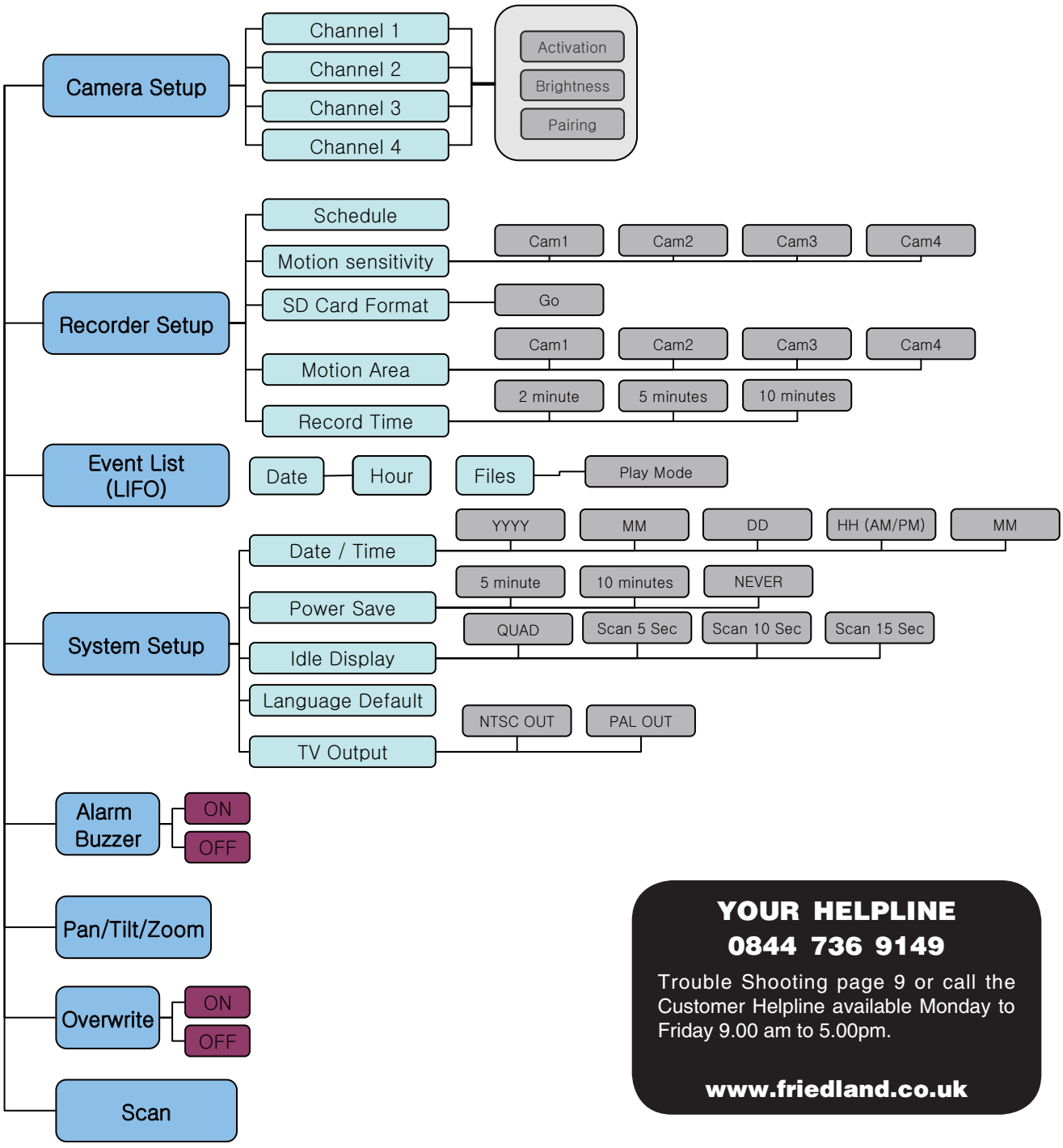
7.4 Channel Disable / Enable Select

During playback, all four channels will playback at once. For privacy concern, user is able to manually disable audio channel and/or video channel(s).

Select Audio to turn off sound

- Select 1 to turn off video image from channel 1
- Select 2 to turn off video image from channel 2
- Select 3 to turn off video image from channel 3
- Select 4 to turn off video image from channel 4

8. System Configuration



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9.Product Specification

	Camera	Receiver	Remote
Maximum Channels	4		1
Communication Range	150 metres in open space		2m
Monitor Resolution	800X480		N/A
Camera Resolution	640X480		N/A
Operating Temperature	-10°C ~ 50°C		-10C ~ 50C
Operating Voltage	DC 5V / 1A		3V
Current Consumption	550mA(max)	860mA(mas)	0.003mA
Night Vision	5-8m		N/A
Dimension	123x65x65 mm	200x122x25 mm	86x40x7
Battery	N/A	N/A	3V CR2025 Lithium Coin Cell

10.Total Recording Time for Memory Cards (32GB max.)

Micro SD Card Capacity	640 x 480(VGA)
1G	200 Minutes
2G	400 Minutes
8G	1,600 Minutes
16G	3,200 Minutes
32G	6,400 Minutes

11.Battery used in the Remote Control

The Remote Control is powered by 1x3v CR2025 Lithium coin cell battery. This battery has a life of approximately 1 year. At the end of life, it should not be disposed of with household waste. Please recycle where the facilities exist. Check with your local authority or retailer for recycling advise.

Disposal and Recycling (Directive 2002/96/EC)

The product is classified by the Waste Electrical or Electronic Equipment (WEEE) Directive. It should not be disposed of with other household or other commercial waste. At the end of its useful life the packaging and product should be disposed of via a suitable recycling centre. For information on available facilities, please contact your local authority or retailer from where the product was purchased.

Batteries and waste electrical products should not be disposed of with household waste. Please recycle where facilities exist.Check with your local authority or retailer for recycling advise.

Guarantee

Novar ED&S undertakes to replace or repair at its discretion goods, should they become defective within 1 year solely as a result of faulty materials and workmanship.

Understandable if the product has not been installed, operated or maintained in accordance with the instructions, has not been used appropriately or if any attempt has been made to rectify, dismantle or alter the product in any way the guarantee will be invalidated.

The guarantee states Novar ED&S entire liability. It does not extent to cover consequential loss or damage or installation costs arising from the defective product. This guarantee does not in any way affect the statutory or other rights of a consumer and applies to products installed within UK and Eire only. If an item develops a fault, the product must be returned to the point of sale with:

1. Proof of purchase.
2. A full description of the fault.
3. All relevant batteries (disconnected).

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Most issues can be solved over the phone in a few minutes. Please contact our Helpline Team on the above number for any installation and general advice regarding our products.
Lines open 9.00am to 5.00pm, Monday to Friday. Calls are charged at service providers national rate.

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